



Hannah Chambers

My names Hannah, I'm super bubbly, confident and warm!

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Links

- [Website](#)
- [LinkedIn](#)

Languages

English (Native)

About

As a sales professional with 5 years of experience in retail and customer service, I am dedicated to enhancing both my workplace and personal skillset. I am known for being friendly and forward-thinking, constantly seeking innovative ways to improve processes and outcomes. My warm and welcoming demeanour fosters a positive work environment, ensuring that my teammates are happy and motivated. Confident in various retail roles, I am committed to increasing business productivity and delivering exceptional customer service, which I find highly rewarding. With a background in the beauty industry, I take pride in maintaining impeccable personal hygiene and appearance, always ensuring I am presentable and professional at work.

I bring extensive retail expertise and adaptability from roles at HHBEAUTY LONDON, Space NK, Selfridges, Birkenstock, and Clarks. Skilled in customer service, sales, product knowledge, and store operations, I thrive in dynamic environments across high-end luxury to high street settings.

BRANDS WORKED WITH

- HHBEAUTY LONDON
- BIRKENSTOCK UK LTD
- charity event
- Clarks
- Harvey Nichols
- Space NK
- Marriott Hotels
- Ennismore
- Selfridges

Experience



Night auditor

Marriott Hotels | Nov 2023 - Apr 2024

Ensured a welcoming guest experience during night shifts, treating guests as individuals and making their stay special
 Managed guest check-ins and check-outs, processed payments, and handled Expedia bookings
 Assisted the night manager with various tasks including breakfast bags and floor walks
 Answered phones and managed guest booking requests using the Opera booking system



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Ennismore | Apr 2023 - Dec 2023

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Reservationist

Harvey Nichols | Jun 2022 - Now

Provided excellent service to internal and external customers
 Answered all incoming calls for OXO and managed bookings using Sevenrooms and OpenTable systems
 Executed sales strategies and tasks as directed by the Events and Sales Manager



- **Makeup artist**

Space NK | Nov 2021 - Jan 2021

- Maintaining the standard of the shop floor replenish stock and bring them to the shop floor.
- Assisting Visual merchandising
- Offering 1 to 1 customer service
- Colour matching and makeup consultation
- Skincare consultation
- Advising customers of the latest products to purchase also assisting customers with their inquiries.
- Match similar items to suit the customer's preference and stock checking.
- Remain updated with the latest deals and ensure I achieve sale targets daily.
- Stockroom replenishment
- Delivery logging
- Signing customers up to our loyalty card



- **Sales**

Selfridges | Apr 2021 - May 2021

Main correspondence for information on limited edition collection

- Advising customers
- Customer service
- Maintaining concession

- **Freelance Makeup Artist**

HHBEAUTY LONDON | Jan 2018 - Jan 2024



- **Sales Assistant**

Birkenstock | Jan 2017 - Nov 2021

Served as an emergency key holder and trained new staff on product knowledge and conduct

Developed training material for staff and maintained shop floor standards

Offered 1-to-1 customer service and advised customers on fashion and product purchases

Managed stockroom replenishment and ensured achievement of daily sales targets

- **Sales assistant**

Clarks | Jan 2016 - Sep 2017

- **Makeup Artist**

| Nov 2014 - Dec 2014

I worked alongside my college to promote my college course. I demonstrated special effects makeup on members of the public and spoke about my college.

Education & Training

2020

- **University College Birmingham**

Bachelor's degree,

2013 - 2015

- **South Thames College**

Hair and media makeup and theatrical special effects level 3,